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New 2022 PEGAPCBA86V1 Sample Questions Reliable PEGAPCBA86V1 Test Engine

NEW QUESTION 85

A software company wants customers to receive troubleshooting support easily. New customers prefer to get assistance byusing a call center while more experienced customers prefer using the online company forum.

Which three of the following statements are true? (Choose Three)

* New customer obtains troubleshooting assistance by using a call center is a microjoumey
* Experienced customer obtains troubleshooting assistance by using the online forum is a microjoumey
* New customer obtains troubleshooting assistance by using a call center is a journey
* Experienced customer obtains troubleshooting assistance by using the online forum is a journey
* Customer obtains troubleshooting assistance is a journey
* Customer obtains troubleshooting assistance is a microjoumey

NEW QUESTION 86

Contact information changes must not alter or interrupt the primary flow of the case. Which option meets the needs of this requirement?

Response:
* Add an assignment to the case life cycle.
* Add an alternate stage to the case life cycle.
* Add a stage with a start condition to the case workflow.
* Add an optional action to the case workflow.

NEW QUESTION 87

In the following partial case life cycle, a manager must contact a job applicant to schedule an interview.

The interview should be scheduled within 2 business days after the manager qualifies the applicant, although 1 business day is preferable.

To meet this requirement, you apply a goal and deadline to the _____.

Response:
* Schedule Interview process
* Case type
* Schedule Interview step
* Interview stage

NEW QUESTION 88

You check out a rule to update it. While the rule is checked out, another developer decides to test a case type by creating and processing the case. What happens when the application attempts to use the rule you checked out ?
* The application returns an error and stops processing the case, because the rule is unavailable for use
* The application cannot run because the rule is unavailable
* The application runs the checked-out version of the rule, because that is the most up-to-date version of u the rule
* The application ignores the checked-out version and uses the previous version in the application ruleset

NEW QUESTION 89

A report contains the following columns: Case ID (.pylD), Work Assignment Urgency (.pxUrgencyAssign), Policy Number (.PolicyNumber), Policy Holder (.Policyholder), and Case Status (.pyStatusWork). Which of the columns need to be optimized so the rule form does not produce a performance warning? (Choose Two)

* Policy Number
* Case ID
* Policy Holder
* Case Status
* Work Assignment Urgency

NEW QUESTION 90

In Designer Studio, the Application Explorer displays _____.

Response:
* the data structure only
* the class tree and rules organized by the classes they apply to
* all the rules used by all applications
* the class structure only

NEW QUESTION 91

The primary purpose of a service level is to _____.

Response:
* track assignment status over time
* assign cases to the appropriate case worker
* help ensure timely completion of assignments
* generate service level reports

NEW QUESTION 92

The Organization layer is the only layer in which you find technical assets.

Response:
* True
* False

NEW QUESTION 93

A Wait step may pause a case's processing until a predetermined time expires or

_____. (Choose One)
* a subcase or spin-off case is created
* a property's value exceeds a threshold
* completion of the Assignment
* that case or dependent case(es) processing reaches a specific status

NEW QUESTION 94

Consider the following scenario: A customer files a fraud complaint. The complaint is investigated by a customer service agent.

– The customer service agent may request additional information from the customer.

– The merchant is notified and given 15 days to dispute the fraud claim.

– If the fraud claim is approved, an affidavit is sent to the customer and a refund is posted to the account.

– If the fraud claim is rejected, the customer is notified and given 15 days to respond.

Select the case life cycle design that follows the guidelines for identifying and naming stages.

Response:
* Option A
* Option B
* Option C
* Option D

NEW QUESTION 95

A retail company wants to provide a tracking tool for customers to enter their order number and see the order status, package location, and estimated delivery date. A small number of customers have requested a visualization tool that allows them to see a map with the path their package has traveled.

Which option fits the scope for the minimum lovable product (MLP) based on Pega best practices?

Response:
* A view that presents the order status and delivery date details
* A view where the customer can enter their order number
* A view that presents the order status, delivery date details, and a map with the path the package has traveled

* A view that updates with order status and delivery date details when the customer enters the order number

NEW QUESTION 96

In a case which tracks requests for auto loans, a requirement states: Customers should be able to modify contact information at any time during the processing of the case. Contact information changes must not alter or interrupt the primary flow of the case.

Which option meets the needs of this requirement?

Response:
* Add an assignment to the case life cycle.
* Add an alternate stage to the case life cycle.
* Add a stage with a start condition to the case workflow.
* Add an optional action to the case workflow.

NEW QUESTION 97

Conditional paths in a case life cycle are used to define
* paths in the case life cycle that are followed based on the context of a parallel case
* subprocesses that run in the context of the current case
* subprocesses that run in parallel with the context of the current case
* paths in case life cycle that are chosen by an user at run-time or are based on run-time values

NEW QUESTION 98

Which configuration informs a user by email when an assignment is added to the user’s worklist?

Response:
* Configure the case type to send assignment notifications to assigned users.
* Add a Send Notification step to the process after the assignment to notify the assigned user.
* Configure a service level to send a notification to the assigned user
* Add a Send Email step to the process after the assignment to notify the assigned user.

NEW QUESTION 99

In an insurance application; a claim case records the items of loss. Given the property reference

.ItemOfLoss(l).Description, .ItemOfLoss is a_____
* Page
* Single Value
* Page List
* Value List

NEW QUESTION 100

You are adding a field to your case type in which users must enter the day, month, and year they were hired before the user can submit the user form. The field type must enforce a date format.

What two validation approaches would you use to meet the validation requirements?

(Choose Two)

Response:
* Define the field type as a date
* Use the Required option
* Use the read-only option
* Add the word Required to the field label

NEW QUESTION 101

Which requirement is best implemented using a Wait step in a case?

Response:
* You cannot complete a purchase case on a website unless you complete a new account subcase.
* You cannot proceed in an expense report until a manager approves the request.
* You need to send an email after a user completes a form.
* You need to pause a case until a user uploads a signed document.

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